

# 2010 ANNUAL REPORT



Martin O'Malley  
*Governor*

Anthony G. Brown  
*Lt. Governor*

Lisa H. Kornberg  
*Director*



GOVERNOR'S OFFICE OF THE  
DEAF AND HARD OF HEARING



December 2010

Dear Friends:

In our One Maryland, we are united by our belief in the dignity of every individual, and by the belief that there is no such thing as a spare Marylander. Our efforts in promoting equal access for people with hearing loss are connected inherently with our shared priorities – to strengthen and grow the ranks of an increasingly diverse middle class; to improve public safety and public education in every part of our State; and to expand opportunity throughout our State. This means the opportunity to learn, to earn, and to enjoy the health of the people we love and the environment we love.

ODHH is at the forefront of ensuring that Marylanders with hearing loss remain part of the vision of One Maryland. Despite tough economic times, ODHH has continued its hard work to improve the quality of life for individuals with hearing loss here in Maryland. Together, we have expanded opportunity for people with hearing loss by delivering training on communication access to all levels of government, focusing on employment and public safety.

In the last year, 799 constituents, stakeholders, and government workers reached out to ODHH, looking for information, assistance or training on a variety of topics, including access to interpreters and resources for hearing aids. These issues affect the everyday lives of Marylanders with hearing loss and we are committed to the continued provision of timely responses to such requests so that all of our citizens have equal and full access to resources, services, and opportunity.

This year has been a great year for improving access for Marylanders with hearing loss. In May 2010, I proudly signed into law the first statewide legislation to require a place of public accommodation to activate closed captioning on any television in use during regular hours if a person requests the feature be activated. I was also one of the first Governors in the country to post videos on Maryland's state website and YouTube channel with captions. Additionally, I sent a letter to the entire Maryland delegation to the United States Congress asking them to support the Twenty-first Century Communications and Video Accessibility Act of 2009, landmark legislation that ensures that individuals with hearing loss have access to emerging Internet Protocol-based communication and video programming technologies. This bill was signed into law by President Barack Obama on October 8, 2010.

I want to thank all of the people in our State who are working to promote equal access for all Marylanders and to enhance the general welfare of Maryland's deaf, hard of hearing, and deafblind residents. I stand committed to an ODHH that brings relevance to both government agencies and to the communities we serve.

Together, we continue to move Maryland forward, united in our belief that each of us has a responsibility to advance the common good.



Sincerely,

A handwritten signature in black ink, which appears to read "Martin O'Malley". The signature is stylized and fluid.

**Martin O'Malley**  
*Governor*

December 2010

Dear Governor O'Malley, Lt. Governor Brown, and citizens of Maryland:

The Governor's Office of the Deaf and Hard of Hearing (ODHH) is pleased to present our Fiscal Year 2010 (FY10) Annual Report, which incorporates the accomplishments of both ODHH and the Maryland Advisory Council on the Deaf and Hard of Hearing (MACDHH). This annual report covers the activities of the Governor's Office of the Deaf and Hard of Hearing (ODHH) from July 1, 2009 until June 30, 2010, or Fiscal Year 2010 (FY10).

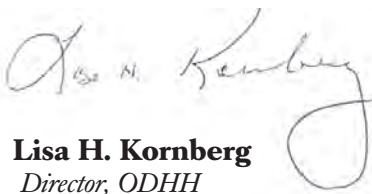
This past year was marked by many highlights and accomplishments. Although these are difficult fiscal times, the ODHH staff has remained dedicated to advancing the O'Malley-Brown Administration's goal of promoting equal access for all Marylanders. The Office was more active than ever during the 2010 legislative session, passing departmental bills and hosting a Deaf and Hard of Hearing Legislative Awareness Day. We also released our Five Year Strategic Plan, which outlines the goals of the Office from FY 2011 to FY 2016.

ODHH remains a steadfast contributor to the O'Malley-Brown Administration's vision of One Maryland by working to improve the quality of life for Marylanders with hearing loss. Despite the economic challenges we are facing, we share the Administration's belief in making and creating progress. To this end, ODHH continued to reach out to Federal, State, and local agencies to provide training about the communication access needs of people with hearing loss while responding to an unprecedented number of requests for information and referral services.

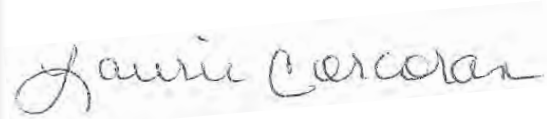
We are thankful for the leadership and vision of the O'Malley-Brown Administration and for their continued support of the Office of the Deaf and Hard of Hearing and the communities we serve.

Respectfully,



  
**Lisa H. Kornberg**  
*Director, ODHH*



  
**Laurie Corcoran**  
*Chair, MACDHH*

# About the Office of the Deaf and Hard of Hearing

The Office of the Deaf and Hard of Hearing (ODHH) was established in October 2001 as a Coordinating Office of the Governor.

## Our Mission

ODHH represents the Governor and his goal of promoting equal access for all Marylanders by providing expertise that enhances the general welfare of Maryland's deaf, hard of hearing, and deafblind residents.

## Our Vision

All Maryland citizens who are deaf, hard of hearing, or deafblind will have equal and full access to resources, services and opportunities for participation in all aspects of community life.

## Our Responsibilities

ODHH was created to:

- Serve as a coordinating agency that reports directly to the Governor's Office.
- Promote the general welfare of deaf, hard of hearing, and deafblind individuals in Maryland.
- Work with various State and private agencies to ensure appropriate delivery of services to all of Maryland's diverse citizens.
- Support the development of policies, regulations, and programs that will benefit the communities we serve.
- Improve communication access to existing services and programs.
- Advise State government and the General Assembly on the needs of deaf, hard of hearing, and deafblind individuals.
- Coordinate with other units of the State, local, and the federal governments about the services provided to deaf, hard of hearing, and deafblind Marylanders.

## Our Goals

The Office of the Deaf and Hard of Hearing (ODHH) has three broad goals.

- to serve as a resource for federal, state, and local government agencies.
- to provide information and support to people who are deaf, hard of hearing, or deafblind.
- to assist in the development of policies and programs that improve the lives of Marylanders who are deaf, hard of hearing, or deafblind.

## Our Five-Year Strategic Plan

During FY 2010, ODHH collected information and finalized our Five-Year Strategic Plan, which encompasses FY 2011 – 2016. The design and plan creating ODHH occurred prior to the advent of many of the policies and practices that impact current government decision-making and application. "No Child Left Behind" is one example. Increased focus on emergency

preparedness and an economic recession are examples of other factors that have shaped the goals and vision of the Office. These changes impact segments of the deaf, hard of hearing, and deafblind community and thus require the involvement of ODHH staff to ensure that equal access and consideration are given to our constituent population. The Strategic Plan sets goals and objectives that will facilitate development of policies and programs that will enhance the

quality of life for Marylanders with hearing loss.

The Strategic Plan responds to information collected over the span of two years, including feedback from town hall meetings, input from Maryland-based advocacy organizations, advice from the Maryland Advisory Council on the Deaf and Hard of Hearing, and over 1,000 constituent contacts and requests for trainings received by the Office. In order to execute programs already in place while maintaining the flexibility necessary to engage in new projects, the Strategic Plan identifies five broad focus areas: Policy and Program Development, Training and Education, Outreach, Information and Referral, and Information Collection. Under these five focus areas, ODHH provides support to State and local government agencies, as well as community stakeholders and constituents. The Strategic Plan is designed to guide the Office in determining resources allocated to each of these agencies and constituent populations.

To view the plan in its entirety, please visit the ODHH website at <http://www.odhh.maryland.gov/mfr.html>.



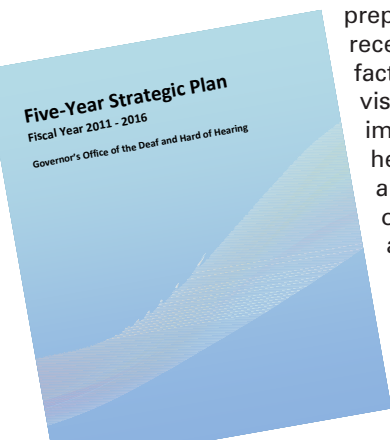
Staff of  
**ODHH**

**Lisa H. Kornberg,**  
*Director*

**Julie Anne Schafer,**  
*Assistant Director*

**Laura Quinn,**  
*Special Assistant*

Each year, ODHH welcomes interns from area colleges to help strengthen students' job skills by integrating training with closely related practical work experiences. Though their work often happens "behind the scenes," these interns make significant contributions to ODHH's goal of promoting equal access for all Marylanders. The ODHH staff would like to say a special thank you to the interns who worked at ODHH during FY 2010: Michelle Plewes, Kerry Hiett, Jennifer Ryan, and Zainab Alkebsi. We appreciate your help.





# Policy Development

## Governor O'Malley Promotes Equal Access to Internet Media

On November 20, 2009, Governor Martin O'Malley became one of the first governors in the nation to ensure that all individuals have access to internet media by posting his online videos with closed captions. ODHH coordinated with the Governor's Press Office to streamline captioning of the videos. Initially, ODHH posted these videos on our website; however, these videos are now posted to the State of Maryland's YouTube Channel.

Governor O'Malley has shown a strong commitment to ensuring access to information on the internet. In August 2009, Governor O'Malley, in consultation with ODHH and Maryland Relay, sent

a letter to the entire Maryland delegation to the United States Congress asking them to support H.R. 3101 - the Twenty-first Century Communications and Video Accessibility Act of 2009 and asked the members to work for its swift passage. This legislation ensures that individuals with hearing loss have access to emerging Internet Protocol-based communication and video programming technologies. This bill later passed in the House of Representative and the Senate and was signed into law by President Obama on October 8, 2010.

**Ongoing involvement in the coordination of program and policy development promotes equal and full access to resources, programs, and services, which results in greater access to opportunities for Marylanders with hearing loss. These opportunities enable people with hearing loss to participate in all aspects of community life.**

## Technical Assistance

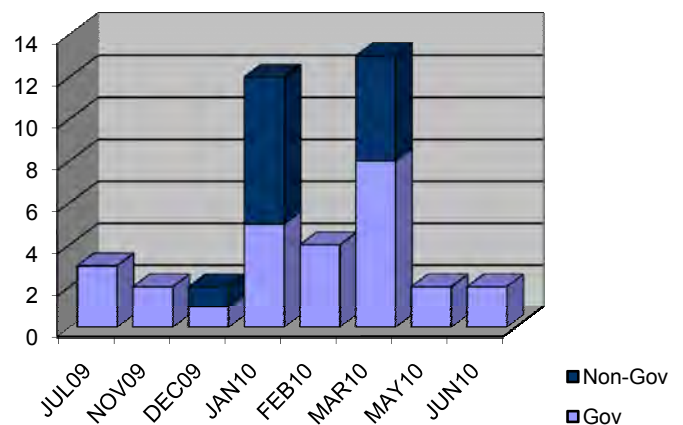
ODHH provides technical assistance to all levels of government, private entities, community stakeholders, and constituents. Technical assistance is defined as aid given to support the economic, social and political development of people with hearing loss in Maryland. This includes reviewing, assessing, and evaluating policies, procedures, and practices in relation to effective services for deaf, hard of hearing, and deafblind individuals. This also includes ongoing review of and involvement in federal, state, and local legislative initiatives. The provision of communication accessibility assessments is also included. Finally, technical assistance includes individualized responses to inquiries received in person or via email, telephone, or fax.

During FY 2010, ODHH focused significant attention on ensuring that Marylanders with hearing loss have access to information posted on the internet by State agencies. To this end, ODHH focused staff time and resources on captioning the Governor's videos on the Governor's Office website, as well as the Governor's videos on the State's YouTube channel. ODHH staff also reached out to other State agencies posting online media and provided information and instructions on captioning online videos.

## Maryland General Assembly Legislative Session

During the 2010 Legislative Session in Maryland, ODHH was more active than ever before, introducing two departmental bills and hosting our first-ever Deaf and Hard of Hearing Legislative Awareness Day. ODHH also presented testimony on a number of other bills that affect the lives of Marylanders with hearing loss.

## Program & Policy Development Technical Assistance Fiscal Year 2010



## Departmental Legislation

**Senate Bill 68** was proposed by ODHH (House Bill 1501 was cross-filed by Delegate Craig Rice) and requires a place of public accommodation, on request, to keep closed captioning activated on any closed-captioning television receiver that is in use during regular hours in any public area. Places of public accommodation are excluded from this requirement if (1) no television receiver of any kind is available in the public area or (2) the only public television receiver available in the public area is not a closed-captioning receiver.

The first state-wide mandate of its kind, this legislation is a tremendous step toward ensuring equal access for people with hearing loss in Maryland. This landmark legislation was signed into law by Governor O'Malley and took effect on October 1, 2010.

The scope of ODHH was expanded by **Senate Bill 79** to include individuals who are deafblind. Also, the Office is no longer charged with acquiring and distributing visual smoke detectors because local fire departments have taken over that role. The bill increases the roster for the Maryland Advisory Council on the Deaf and Hard of Hearing from 16 to 18 members. The two new members are the Secretary of Aging, or the Secretary's designee, and an individual with knowledge or expertise relating to the deafblind.

This bill passed both the House and the Senate and was signed by the Governor. It went into effect October 1, 2010.

# Policy Development *cont.*

## Non-Departmental Legislation

**HB 59/SB 467** was proposed to establish the Task Force to Explore the Incorporation of Principles of Universal Design for Learning into the Education Systems in Maryland and provided for the membership, purposes, and staffing of the Task Force. Initially, a representative knowledgeable about the education of children with hearing loss was not included. ODHH successfully advocated for an amendment adding a member knowledgeable about educating children with hearing loss. The bill was signed into law by Governor O'Malley.

ODHH provided written testimony on **SB 102/HB 1086** - Election Law – Campaign Advertisements – Closed Captioning, which would have required captioning on campaign advertisements distributed via broadcast TV, cable TV, and on the Internet. The legislation was amended to apply only to candidates running for statewide office – Governor, Lt. Governor, Attorney General, and Comptroller. This bill did not pass.

ODHH also provided testimony on **HB 1463** - Rachel's Law - Closed Captioning in Movie Theaters. This legislation would have required movie theatres to provide access to closed-captioning technology for deaf and hard of hearing individuals and set the minimum number of showings for which closed-captioning technology is required at a movie theater. This bill did not pass.



## Program and Policy Development

In FY 2010, ODHH was involved in the coordination of program and policy development to accomplish the following:

- *Maryland State Department of Education: Co-chaired Committee to Develop a State Plan for the Education of Deaf and Hard of Hearing Children based on the National Association of State Directors of Special Education recommendations.*
- *Department of Budget and Management: Facilitated the development of a draft Request for Proposal (RFP) for the provision of Visual Communication Services.*
- *Department of Health and Mental Hygiene: Coordinated with the Behavioral Health Subcommittee of the Maryland Advisory Council on the Deaf and Hard of Hearing to provide information on restructuring programs to meet standards for the provision of treatment for co-occurring disorders. Drafted standards for minimum credentials for deaf providers in the public mental health system and a vision statement for overall behavioral health services for the deaf and hard of hearing.*
- *Maryland Police and Correctional Training Commissions: Assisted in the development of a grant proposal to The Governor's Office of Crime Control and Prevention to produce and distribute visual language communicators to law enforcement personnel.*

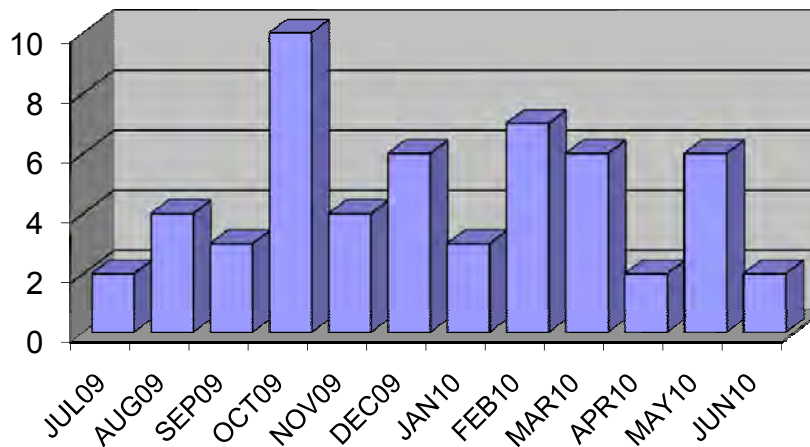
## Committees and Task Forces

As a Coordinating Office of the Governor, ODHH provides consultation and follow-up and reviews State programs and services. ODHH staff attends many task force, committee, and council meetings to provide advice and guidance when necessary. ODHH serves on or attends meetings for the following Committees and Councils:

- Maryland Advisory Council on the Deaf and Hard of Hearing
  - Behavioral Health Subcommittee
  - Education Subcommittee
  - Communication Access Subcommittee
- Universal Newborn Hearing Screening Advisory Council
- The Alliance
- Governor's Advisory Board for Telecommunications Relay
- Maryland State Steering Committee for Deaf and Hard of Hearing Students
- Interagency Committee on Aging
- MDOT's State Coordinating Committee for Human Services Transportation
- Maryland Division of Rehabilitation Services' Workgroup for VR Services to Persons who are Deaf, Hard of Hearing, or Late Deafened

# Program and Policy Development *cont.*

**Program & Policy Development Council & Task Force Meeting Attendance Fiscal Year 2010**



## Data Collection

ODHH collects data so that consolidated information about statewide services to the deaf, hard of hearing, and deafblind can be reported. Currently, information is collected from several primary State agencies that provide critical services to our constituent population including:

- **Maryland Early Hearing Detection and Intervention Program:** Data on the number of infants identified with a hearing loss as part of the Maryland Early Hearing Detection and Intervention Program is counted based on the calendar year. These numbers do not include infants who have had an audiological evaluation, but do not yet have a definitive diagnosis. A number of these infants will eventually be diagnosed with some degree of hearing loss. The numbers may also fluctuate when infants with risk factors return for their monitoring evaluations due to incidents of late-onset hearing loss or transient conductive loss at the time of testing.
- **Telecommunication Access of Maryland (TAM):** TAM provides free telephone assessments to Marylanders with disabilities to determine which telephone is best for each individual's communication needs. Assessments usually take place at one of six Evaluation Centers located across the state. This number reflects all assessments conducted (speech, physical, and hearing disabilities) by TAM.
- **Springfield Hospital Center (SFHC):** This data reflects admissions to the designated Deaf Unit at SFHC. The total reflects the number of annual admissions and not an unduplicated count of individuals served.
- **Division of Rehabilitation Services (DORS):** DORS provides employment evaluations, training, and support to Marylanders who are deaf, hard of hearing, and deafblind. This count, which is based on the federal fiscal year, reflects the number of deaf, hard of hearing, and deafblind consumers who received an Individualized Plan for Employment (IPE).

## Consolidated Report of Statewide Services

### Telecommunications Access of Maryland, DoIT

Telephone Assessments Provided **398**

### Division of Rehabilitation Services, MSDE

Number of deaf and hard of hearing individuals receiving Individualized Plans for Employment (Federal Fiscal Year) **1301**

### Maryland Early Hearing Detection and Intervention Program, DHMH

Number of infants with a confirmed identification of a hearing loss<sup>1</sup> (Calendar Year) **87**

### Springfield Hospital Center Deaf Unit, DHMH

Annual admissions to deaf unit **16**

<sup>1</sup> This report is done by calendar year and represents 2009.



# Training and Education

## *Deaf and Hard of Hearing Awareness Day a Success*

On Monday, February 15, 2010, ODHH hosted its first-ever Deaf and Hard of Hearing Legislative Awareness Day to help engage Marylanders with hearing loss in the legislative process. Since our creation in 2001, ODHH and the communities we serve have identified a need for greater involvement in the legislative process. Part of the mission of the Office, echoing Governor O'Malley's vision of "One Maryland," is to ensure that all Maryland citizens who are deaf, hard of hearing, or deafblind have equal and full access to resources and services and that they have opportunities for participation in all aspects of community life.

Despite some threatening weather forecasts, the event was a huge success, drawing over 40 participants from across the State. The event began with training by Director Lisa Kornberg, who explained the legislative process and tips for effective advocacy in Annapolis. The training was followed by a tour of the State House, which described the history of Maryland's capital and about the importance Maryland played in the development of this country.



The highlight of the evening was the Welcome Ceremony and Awards Presentation, with keynote remarks by Lt. Governor Anthony Brown. Beginning the presentation by signing "Hello," Lt. Governor Brown spoke of the O'Malley-Brown Administration's commitment to Marylanders with hearing loss.

During the Awards presentation, ODHH honored Sherry Little from the Department of Legislative Services, as well as Senators Mooney and Stone, for their outstanding commitment to ensuring communication access for Marylanders with hearing loss. After the Awards Presentation, participants were able to meet with their legislators and view the general session in the House.

## *Governmental Education and Training Programs*

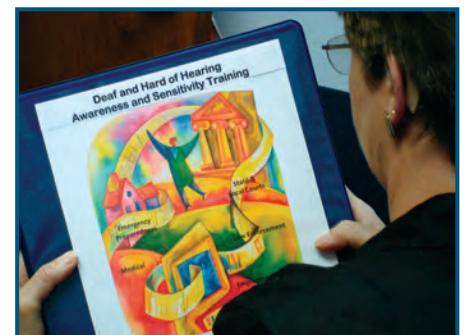
These trainings allow ODHH to reach all levels of government, facilitating an increased awareness about the communication access needs of the Marylanders we serve. The Office of the Deaf and Hard of Hearing conducts trainings on a number of topics, including:

- **ADA Compliance**
- **Assistive and Adaptive Technologies**
- **Sensitivity and Awareness**

In FY 2010, ODHH staff prepared and presented thirty-four (34) trainings to State and local government agencies. We also presented four (4) trainings to Federal agencies in FY 2010.

### Training Highlights for FY 2010:

- Federal**
  - Centers for Medicare and Medicaid Services
  - Baltimore Federal Executive Board's Annual Disability Employment and Awareness Training Program
  - Department of Homeland Security
  - Defense Acquisition University – Mid-Atlantic Region
- State**
  - Maryland State Police
  - Department of Labor, Licensing and Regulation One-Stop Career Centers
    - Lower Shore, Montgomery County, Eastern Shore, and Prince George's County
  - Department of General Services – Capitol Police
  - Department of General Services – Personnel Offices
  - Department of Health and Mental Hygiene
  - Governor's Office on Community Initiatives
  - University of Maryland Police
- Local**
  - Frederick County Sheriff's Office
  - Tri-County Council of Southern Maryland
  - Anne Arundel County Workgroup for Emergency Preparedness and Special Needs
  - Baltimore County Police Department

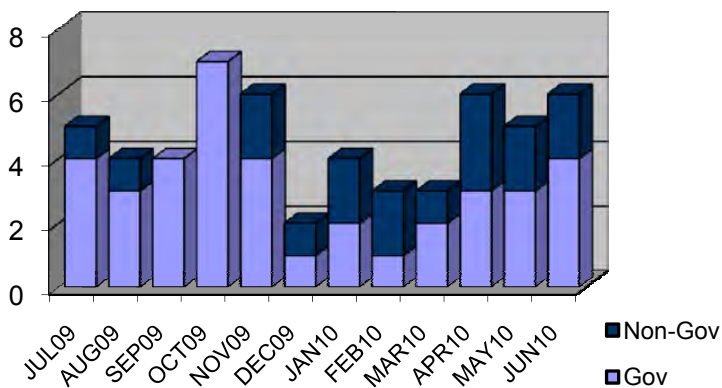


# Training and Education *cont.*

## Nongovernmental Education and Training Programs

In addition to individual requests for information and support services, ODHH provides a number of trainings and presentations to stakeholders, constituents, and nongovernmental entities. In training these groups, we support our mission by educating the communities we serve about their rights and teach them how to access services and programs. We are also able to educate nongovernmental entities about the communication access needs of our constituent population. Through these presentations and workshops, we are able to expand participants' knowledge of and familiarity with people with hearing loss, accessibility issues, ADA requirements, emergency preparedness, adaptive equipment, and more. In FY 2010, we presented 11 workshops or educational seminars to nongovernmental entities.

**Presentations and Trainings  
Fiscal Year 2010**



## Community Education Highlights for FY 2010:

- In God's Care Miracle House
- Montgomery General Hospital
- Foxwell Memorial Apartments
- Maryland Career Development Association
- Fort Washington Medical Center

## About ODHH Presentations

The Office also provides "About ODHH" presentations to familiarize constituents, community stakeholders, professionals, and all levels of government with ODHH as a resource. In FY 2010, we provided 10 "About ODHH" presentations including presentations to:

- Maryland Association of the Deaf 2009 Conference
- Anne Arundel County Commission on Disabilities
- Silent Orioles Club, Inc.
- Maryland School for the Deaf Family Education Department

## Outreach

### Veterans with Hearing Loss

The Department of Veterans Affairs reports hearing damage is the most common disability for veterans. An estimated 58,000 veterans have returned from Operation Enduring Freedom and Operation Iraqi Freedom with hearing loss and tinnitus (ringing in the ears). That damage is permanent for many veterans.

During FY 2010, ODHH began focused outreach to veterans with hearing loss. In November 2009, ODHH produced its first-ever Monthly Bulletin dedicated to veterans with hearing loss. Since then, the Office was featured in the Summer Edition of The Maryland Veteran, became regular participant in the Maryland Department of Veteran Affairs (MDVA) veteran musters held throughout the State, posted updates to "Veterans Information" section of our website, and hosted a Town Hall meeting at the Northern Senior Center near Charlotte Hall Veterans Home. As a result, the Office receives more calls and e-mails from veterans with hearing loss and is able to help them find the resources and services they need.



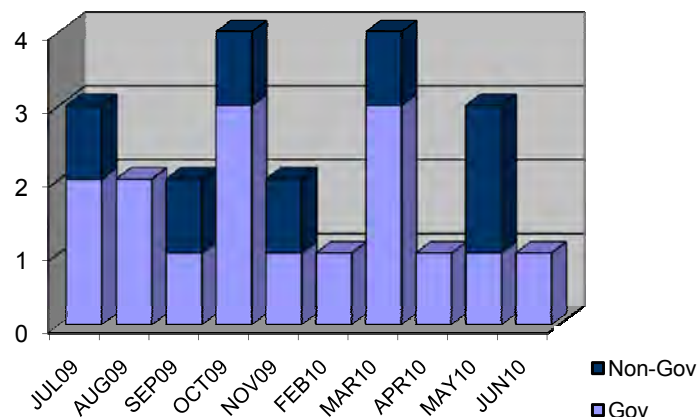
# Outreach *cont.*

Marketing the Office as a State resource on issues affecting deaf, hard of hearing, and deafblind individuals is an ongoing process. Outreach through various activities, events, and meetings is necessary to promote awareness of ODHH among stakeholder communities, constituents, and state and local government agencies in Maryland.

## Our Outreach activities include:

- Exhibiting at expos, fairs, and conferences;
- Publishing the ODHH Monthly Bulletin;
- Participating in community events; and
- Maintaining active social media sites.

Outreach Exhibits Fiscal Year 2010



## Community Outreach

Exhibits at expos, fairs and conferences are one way ODHH connects with the public to promote ODHH as a resource on communication access. ODHH exhibited at 23 such events during FY 2010.

### Outreach Highlights for FY 2010:

- Maryland Department of Veteran Affairs Musters
- Calvert County, Montgomery County, Baltimore City,
- Harford County, Prince George's County, and Allegheny County
- Maryland Association of the Deaf 2009 Conference
- Maryland State Steering Committee for Deaf and Hard of Hearing Students Annual Statewide Conference
- National Aquarium Deaf Awareness Days
- Atholton Community Health Fair
- Fall 2009 Educational Interpreter Workshop
- Deafnet's Deaf Awareness Day
- Caring for Service Members, Veterans , and Their Families: A Summit for Healthcare Providers
- Anne Arundel County Disability Awareness Day
- Division of Rehabilitation Services/Maryland Rehabilitation Association 2009 Training Conference
- Maryland Department of Disabilities ADA Celebration: Past, Present, and Future
- Maryland Association of Counties 2009 Annual Summer Conference
- Prince George's County Veterans Appreciation Ceremony





# Outreach *cont.*

## Monthly Bulletin

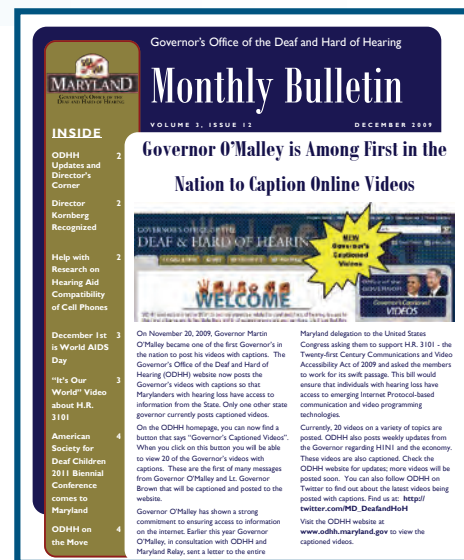
Another prominent feature of our Outreach Program is the ODHH Monthly Bulletin, a newsletter that provides stakeholders and other entities with pertinent information that affects the constituents we serve. The newsletter also enables ODHH to give monthly updates and progress reports about the activities and programs undertaken by the Office.

Introduced in 2007, the ODHH Monthly Bulletin has become a vital tool for the Office to achieve its mission in all three areas of programming, as well as to highlight programs and policies of the O'Malley-Brown Administration that positively impact the quality of life of Marylanders with hearing loss. The ODHH Monthly Bulletin is published and distributed electronically. An archive of previous bulletins is posted on the ODHH website.

## Social Media

During FY 2010, ODHH began utilizing both Facebook and Twitter to increase awareness of ODHH as a State resource on issues affecting deaf, hard of hearing, and deafblind individuals. Through updates to our Facebook and Twitter pages, we are able to post important information in a timely and efficient manner. ODHH also utilizes these pages to provide updates related to the Office, advertise ODHH and community events, and post news on a variety of topics.

Because of our increased visibility, ODHH is better able to address needs and identify gaps within a diverse and geographically dispersed community.



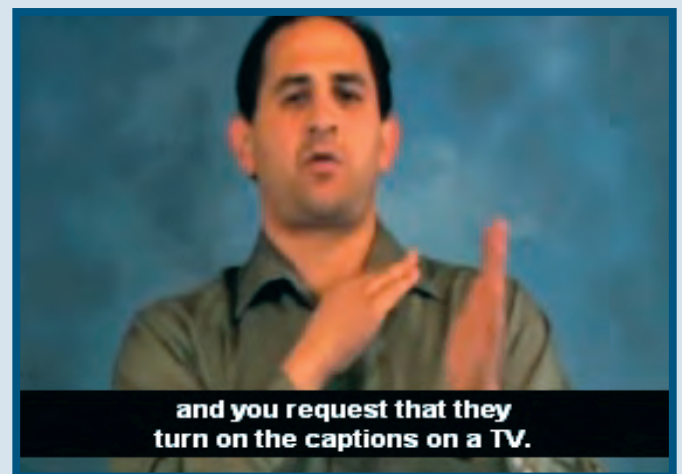
# Information and Referral

## First V-Logs Posted on ODHH Website

In the past, ODHH has received requests to post more information in American Sign Language (ASL) on our website. Topics of interest have ranged from information about ODHH to current events. In FY 2010, ODHH produced two videos: a "Welcome" video log (or "V-log") on the home page of our website and an "About ODHH" V-log in the "History" section of our website. The V-logs are in ASL and are captioned with voice-over. Transcripts are also posted.

In conjunction with the Maryland Association of the Deaf and other community members, ODHH also posted three V-logs during legislative session. These legislative updates explained several bills that were of particular interest to Marylanders with hearing loss.

These V-logs are the first of many that ODHH plans to post on our website. In FY 2011, ODHH hopes to post V-logs about voting, emergency preparedness, and other topics of interest.

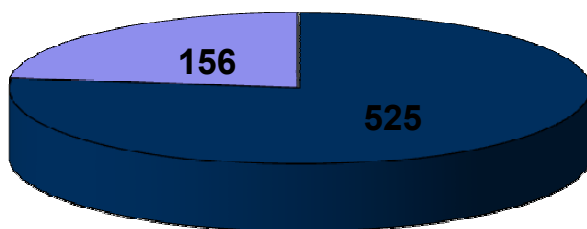




# Information and Referral *cont.*

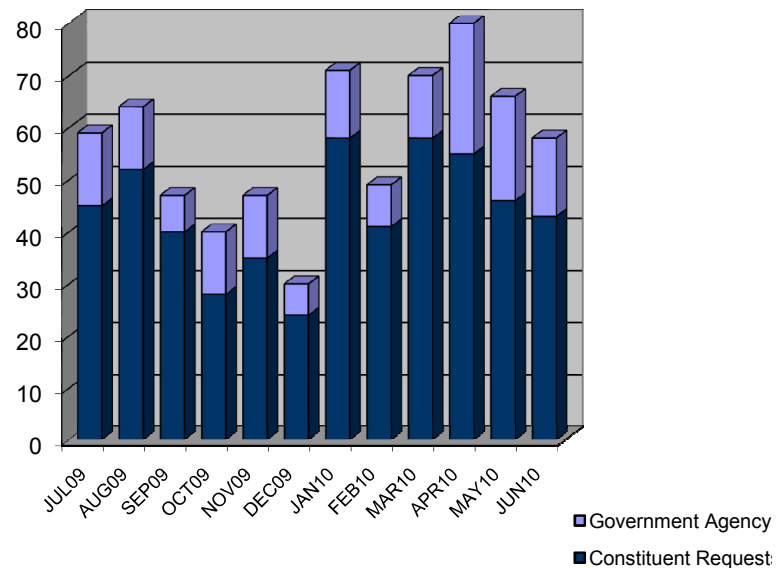
There are many ways in which ODHH provides information and referral services to all levels of government, private entities, and community stakeholders and constituents. One way is through our constituent services program, where ODHH staff responds to individual requests for information and assistance. The information sought through these contacts range from locating American Sign Language (ASL) classes to finding financial assistance for hearing aids. Often, we answer questions about how to access government support and file a complaint if an individual feels that he or she has been discriminated against because of his or her hearing loss. We also answer questions from government agencies, private entities, and advocacy organizations.

**Information & Referral  
Requests for Information  
& Assistance Fiscal Year 2010**



■ Constituent Requests  
■ Government Agency Requests

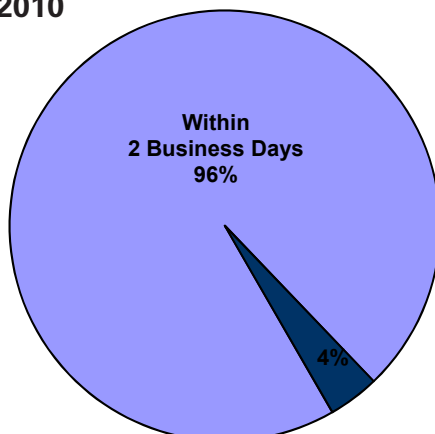
**Information & Referral Requests for  
Information and Assistance Fiscal Year 2010**



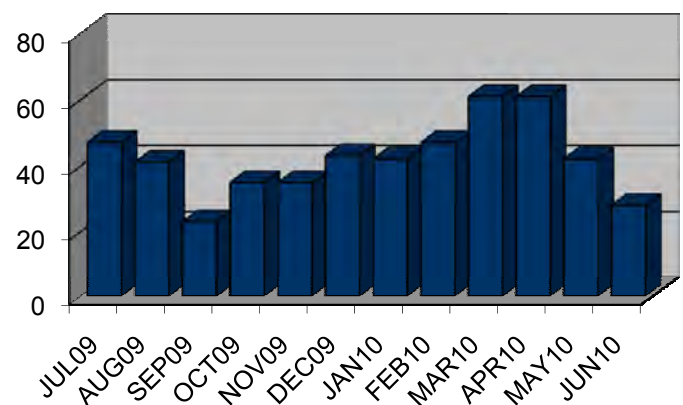
ODHH recognizes that the number of individual requests for information and support services it receives is an integral part of the Office's operation; we are committed to the delivery of timely information and referral. ODHH staff strives to meet or exceed timeliness standards for responding to requests from constituents and stakeholders. It is the goal of the office to respond within two business days to 90% of all requests received. In FY 2010, ODHH received 681 requests for information from constituents, stakeholders, and government entities. We responded to 96% of these requests within two business days.

Another way ODHH ensures community stakeholders and constituents, as well as State and local government entities, get the information they need is through the dissemination of community service announcements. ODHH circulates pertinent community announcements to several electronic distribution lists as a community service. In FY 2010, ODHH sent out 505 Community Service Announcements reflected in the following table:

**Information & Referral  
Timeliness Report  
Fiscal Year 2010**



**Constituent Services  
Announcements Fiscal Year 2010**



# Information and Referral *cont.*

## Website

The ODHH website plays a central role in the provision of information related to people with hearing loss in Maryland. In FY 2010, ODHH launched a redesigned website. After months of developing, editing, and reviewing materials, the website went live with updated content and two new V-logs.

The new website will continue to serve as a resource for community stakeholders and constituents, as well as to state and local government agencies in Maryland. The resources on the website address emergency preparedness, access to voting, assistive technology and hearing aids, children and youth services, services for people who are deaf-blind, education, behavioral health, sign language classes, senior citizens and aging, and more. The website provides an opportunity for individuals to submit requests for information and assistance. Users can also keep up with ODHH's progress by accessing Advisory Council meeting minutes, press releases, past issues of the ODHH Monthly Bulletin, Legislative Updates, and the ODHH Five-Year Strategic Plan.

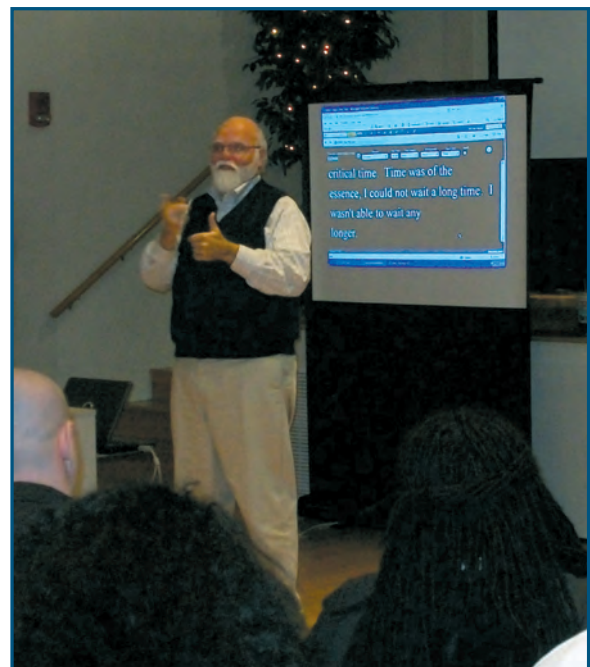


## Town Hall Meetings

ODHH holds at least two town hall meetings each year to solicit public comment and feedback. Information ODHH hopes to gain from these meetings includes:

- **Comments on the quality of State services and programs affecting deaf, hard of hearing, and deaf-blind individuals;**
- **ODHH-related functions and operations; and**
- **Other issues affecting deaf, hard of hearing, and deafblind individuals.**

In FY 2009, ODHH established a goal to reach out to all members of the communities we serve by hosting more town hall meetings and participating in more events across the State. Further, ODHH set a goal to host town hall meetings in Western Maryland, the Eastern Shore, and Southern Maryland, as well as the Central regions of the State.



# Town Hall Meetings *cont.*

The Office hosted seven town hall meetings during FY 2010:

- Frederick County, July 24, 2009
- Garrett County, November 6, 2009
- Baltimore City, November 12, 2009
- Wicomico County, December 1, 2009
- Cecil County, May 6, 2010
- Washington County, May 14, 2010
- St. Mary's County, June 22, 2010

Some of the issues raised by attendees were:

- Lack of information for veterans with hearing loss
- Need for financial assistance when purchasing hearing aids
- Need for improved relationships with law enforcement
- Lack of interpreters in healthcare settings
- Need for a deaf mentor program for students
- Need for health insurance coverage for hearing aids
- Lack of captioning on television, at the movies, and in other public places
- Desire for American Sign Language to be eligible for foreign language credit



The Office values the input of the community and makes its best effort to address the concerns raised by stakeholders at the Town Hall Meetings we host. During the FY 2009 (July 1, 2008 – June 30, 2009), some issues raised by the participants were:

- **Need for more information about various programs and services available in the State**
- **Desire for organizations to be able to advertise events in the ODHH newsletter**
- **Lack of captioned show times available at Maryland movie theatres**

In response to the requests for more information about the various programs and services available in the State, ODHH began utilizing both our website and the *Monthly Bulletin* to highlight and explain the resources available to Marylanders with hearing loss. We also collected pertinent information about State programs of interest to people with hearing loss and began distributing it at exhibit booths and other outreach events throughout the State. In response to the request to advertise events in the *Monthly Bulletin*, we continued to collect and disseminate information to an extensive mailing list of constituents and stakeholders. In FY 2010, ODHH sent out a record 505 announcements, a significant increase from 361 sent in FY 2009. Finally, during the 2010 Legislative Session in Maryland, Delegate Kevin Kelly introduced legislation to increase access to closed captioning in movie theatres. ODHH sent out action alerts to our distribution list, provided technical assistance to those interested in testifying, and submitted testimony in support of the legislation.

In addition to the mandated Town Hall meetings, ODHH Staff and/or members of the Advisory Council attended a number of meetings throughout the State to solicit input and feedback on the needs of the deaf, hard of hearing, and deafblind communities. This information is used to develop strategies that will further the Office's mission and vision. Examples of meetings attended include:

- **Community Leadership Meetings**
- **Brown Bag Lunches with Professionals working with Deaf & Hard of Hearing Marylanders**
- **Community Advocacy and Association Meetings (HLAA, MDAD, MDSC)**

# The Maryland Advisory Council on the Deaf and Hard of Hearing

The Maryland Advisory Council on the Deaf and Hard of Hearing (MACDHH) was established in October 2001. The Council, appointed by the Governor, is headed by a Chair and Vice Chair and consists of 16 members. Eight members represent State agencies and eight members represent the general public.

## The State agencies represented are:

- Department of Education
- Department of Labor, Licensing, and Regulation
- Department of Health and Mental Hygiene
- Department of Human Resources
- Department of Transportation
- Commission on Human Relations
- Department of Housing and Community Development
- Maryland School for the Deaf



Of the public members, one must be a parent of a deaf child, one must be a private citizen with special knowledge or expertise relating to services to deaf, hard of hearing, and deafblind individuals, and one must be from a private agency providing services to deaf, hard of hearing, and deafblind individuals.

## MACDHH's responsibilities include:

- advising ODHH in carrying out its duties;
- reviewing statewide activities for deaf and hard of hearing, and deafblind individuals;
- fostering the coordination of and support for programs for the deaf, hard of hearing, and deafblind; and
- studying ways to maximize the use of facilities and services available to deaf, hard of hearing, and deafblind individuals.

The Council meets four times during the year to learn about and discuss issues facing individuals who are deaf, hard of hearing, or deafblind.

In FY 2010, Laurie Corcoran was reelected as Chair of the Advisory Council and Gary Monroe was elected as Vice Chair.

The Advisory Council participates in various activities and projects of ODHH and provides information based on the various levels of expertise within the Council. Those activities and projects include:

- Reviewing the results of ODHH Town Hall meetings;
- Ongoing review of ODHH programs and services including technical assistance, constituent services, training, and outreach;
- Reviewing the ODHH Five-Year Strategic Plan; and
- Testifying during legislative session on pertinent legislation.

## Establishment of Subcommittees

During its September 2009 meeting, the Advisory Council continued its work with the Behavioral Health subcommittee while reviving two previously active subcommittees: Communication Access and Education. Members of the Council were asked to choose a subcommittee in which to participate and were given instructions to:

- Establish 3 goals to accomplish in one year;
- Develop a method to evaluate those goals;
- Determine pertinent partnerships and stakeholder involvement; and
- Plan for future meetings.



# The Maryland Advisory Council on the Deaf and Hard of Hearing

## Education Subcommittee

### **Chairperson – *Cheri Dowling***

- Goals**
1. Collaborate with MSDE to Identifying Stake Holders and Begin Working on a State Plan.
  2. Collect data about deaf and hard of hearing students in Maryland.

#### ***Statewide Plan:***

Stakeholders met and drafted a letter sent by ODHH requesting that a group be established to work on a State Plan for education deaf and hard of hearing students in Maryland as proposed at the National Summit in 2008. The Subcommittee received a favorable response and MSDE has established a Committee to Develop a State Plan for the Education of Deaf and Hard of Hearing Students, and selected Lisa Kornberg as Co-Chair of that committee. The Chairperson of this subcommittee, Cheri Dowling, is also a member on that committee.

#### ***Mentor Program:***

The Subcommittee has begun developing a statewide mentor program designed for adults who are deaf or hard of hearing to talk to families of mostly newly identified, but also older, deaf, hard of hearing and deafblind children.

## Communication Access Subcommittee

### **Chairperson – *Shane Feldman***

- Goals**
1. Advocate for the activation of captions on televisions in public places.
  2. Promote the development of fully accessible state websites.
  3. Encourage communication access at public events.

Subcommittee members were very active in the 2010 legislative session, showing up to testify on a number of bills, attending ODHH's Legislative Awareness Day, and meeting with legislators to discuss issues of importance to people with hearing loss in Maryland. Subcommittee Chairperson Shane Feldman also worked with ODHH to produce videos about these important bills for the ODHH website. The first goal of the subcommittee was achieved with the passage of Senate Bill 68, which requires a place of public accommodation to activate captions on request.

## Behavioral Health Subcommittee

### **Chairperson – *Carl Bailey***

- Goals**
1. Develop goals parallel to the Structure of the Department of Health and Mental Hygiene (DHMH).
  2. Help DHMH Understand the Most Appropriate Way to Communicate and Work with the Deaf Community.
  3. Show Research Supporting a Specialized Approach for Deaf Consumers.

#### ***Minimum Level of Service***

During FY 2010, the Subcommittee met with Renata Henry, Deputy Director for Behavioral Health, to outline a working plan for developing parallel philosophies and services for Marylanders who are deaf, hard of hearing, or deafblind. In May 2010, the subcommittee submitted letters to both Deputy Secretary Henry and to Value Options for minimum level of services when treating deaf, hard of hearing, and deafblind consumers.

#### ***Training and Information Sharing***

Director Lisa Kornberg provided Sensitivity and Awareness Training to the subcommittee members in May, which included representatives from some of the Core Services Agencies. The training was very successful and more requests for training, including requests from local health departments and DHMH, are anticipated.

ODHH staff also disseminated to DHMH and to subcommittee members articles on best practices and model programs used in other states to serve deaf, hard of hearing, and deafblind consumers

# Membership Roster for FY 2010

## *State Agencies*

**Dirk Albrecht**, *Maryland School for the Deaf, Resigned 2009*

**Julie Moyer**, *Maryland Department of Transportation, Resigned 2010*

**Lisa Flynn**, *Maryland School for the Deaf, 2010 to Present*

**Sue Griebler**, *Maryland State Department of Education, All Year*

**Alexis Allenback**, *Department of Labor, Licensing, and Regulation, All Year*

**Carl Bailey**, *Department of Human Resources, All Year*

**Marian Bland**, *Department of Health and Mental Hygiene, All Year*

**Gary Monroe**, *Maryland Commission on Human Relations, All Year*

**Robin Underwood**, *Maryland Department of Transportation, 2010 to Present*

**John (Jack) Rouse**, *Department of Housing and Community Development, All Year*

## *Public Members*

**Thomas Brett**, *Citizen, Term Expired 2010*

**Judy Stout**, *Citizen, Resigned 2010*

**Amy Bopp**, *Citizen, All Year*

**Laurie Corcoran**, *Citizen with Special Knowledge, All Year*

**Cheri Dowling**, *Parent, All Year*

**Shane Feldman**, *Citizen, All Year*

**Jennifer Whitcomb**, *Private Agency, All Year*

**George Kosovich**, *Citizen, All year*

*Due to resignations and term expirations, the Council had vacancies for two of the public member positions for the second half of FY 2010. In FY 2011, ODHH staff will coordinate with the Governor's Appointments Office and Council leadership to fill these vacancies.*



